



FALL 2022

Bureau of Community and Health Systems Joint Provider Surveyor Training

A New Direction

Tuesday, Sept. 27, 2022

REGISTRATION DEADLINE: SEPTEMBER 20, 2022

LIVE WEBINAR!
REGISTRATION BROCHURE



This activity will be submitted to the Ohio Nurses Association (ONA) to award nursing contact hours; the National Association of Long Term Care Administrator Boards (NAB) for approval to award nursing home administrator (NHA) continuing education credits; and the NASW-Michigan Social Work Continuing Education Collaborative for social work CE hours.

michigan.gov/LongTermCare



LIVE WEBINAR JOINT PROVIDER SURVEYOR TRAINING



Tuesday, September 27, 2022

A New Direction

8:30 a.m. – 8:55 a.m. Welcome & Updates

■ **Bureau Update**

- **Larry Horvath**, Director, Bureau of Community and Health Systems (BCHS)

8:55 a.m. – 10:10 a.m. SESSION I

■ **Don't be a Pest!**

This presentation will discuss how to identify underlying environmental conditions that attract pests and allow them to thrive. Examples will be shared from the field.

- **Heather McInchak, RN**, Health Care Surveyor, Bureau of Survey & Certification
- **John Woodcox, RN, MSN**, Health Care Surveyor, Bureau of Survey & Certification (BSC)
- **Pier-George Zaroni, PE, CIH**, Engineer, BCHS

10:10 a.m. – 10:30 a.m. BREAK [Please stay logged in.]

10:30 a.m. – 12:00 p.m. SESSION II

■ **The Validation Method®: Techniques to De-escalate and Diminish Stress**

This presentation will share methods for successfully communicating during stressful situations with residents and staff.

- **Carmen Bowman, Edu-Catering**: Catering Education for Compliance and Culture Change

Special Needs Accommodations are Available

If you have any registration questions or special needs or concerns regarding program access or your participation in the program, contact **Tammy Bagby** at Lara-bchs-training@michigan.gov or (517) 243-9351. Please ask in advance so we may respond to your individual needs.

Click here to register: michigan.gov/LongTermCare under Joint Provider Surveyor Training. General questions can be directed to **Tammy Bagby** at Lara-bchs-training@michigan.gov or by calling (517) 243-9351. Thank you.



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REGISTER TODAY! **Click here to register.**

Registration Fee:

\$25.00 by September 20, 2022.

No refunds will be given for cancellations.
Substitutions can be completed online.

Payment Methods:

VISA, Mastercard or Discover are accepted
-OR- make checks payable to:

State of Michigan/BCHS/JPST

PO Box 30664, Lansing, MI 48909

Please attach a copy of your registration form with your check.



Frequently Asked Questions (FAQ)

Q) I registered but have not received a confirmation email. What should I do?

A) The confirmation email will be sent once BCHS receives payment. If you do not see a confirmation email in your inbox, check your "junk" folder, as it may appear there.

Q) Is there a late registration option for JPST?

A) No. All registrations must be received by September 20, 2022. Late registrations will not be accepted.

Q) I registered but did not receive a Zoom link. Why?

A) The Zoom link will be in the conference platform. No additional registration is necessary for the zoom link. You will receive a "Know Before You Go" email with instructions.

Q) Will I receive CE Credits for this training?

A) Yes, but you must attend the entire conference, check in for each session and complete an evaluation for each session. After successful completion of these steps, you will be able to download your CEU certificates. The bureau will be monitoring attendance throughout the webinar.

Q) Is group viewing allowed or CE credit?

A) Yes, group viewing is permitted, *if necessary*. However, each person in the group that will be requesting CE credits, must be registered, and paid before the training. In addition, individuals will need to electronically check in and complete the evaluation using the conference platform.

Continuing Education & Evaluation Instructions

- Certificates that are available: Nursing contact hours, Nursing Home Administrator credits, Michigan Social Work credits, General Participation credit
- Please address any questions about continuing education credits to katy@teamngage.com. You will receive a response within one business day.
- Attendees will complete CE evaluations and download their certificate(s) through the conference platform. Directions will be provided in an email prior to the conference.